

NC-TOPPS CONFERENCE CALL MINUTES

May 21, 2012 1:30-2:30 p.m.



Participants

- Beacon Center: Becky Womble, Jennifer Lamb
- CenterPoint: John Coble
- Crossroads: Teresa Caudle
- Cumberland: Rose-Ann Bryda, April Chambers
- Durham Center: Lena Klumper
- Mecklenburg: Paula Hall
- Pathways: Janet Noblett
- PBH: Kelly Allen
- Sandhills: Jennifer Moree
- Southeastern Center: Diocles Wells
- Wake: Kim Ware
- Western Highlands: Kris Booker, Leslie Kingsbury
- Division of MHDDSAS: Becky Ebron
- NCSU Center for Urban and Community Affairs (CUACS): Jaclyn Johnson, Kathryn Long, Kathleen Snyder, Matt Krist, Donna Hughes

1. LME Roll Call
2. Performance Contract Adjustment for Sept (Jan-Mar) – This was addressed by Becky Ebron. Several LMEs shared proactive strategies they have used to help providers improve compliance. Some of the strategies are listed below:
 - Do plans of correction and send emails out to providers for Updates that are past due
 - Keep in contact with providers often and if a particular provider is not timely for 2 consecutive quarters, the LME will have a meeting with the provider to discuss improvements
 - Talk about data and outcomes at provider / CABHA meetings and remind providers to enter timely data
 - Use positive reinforcement and support and getting “buy-in” from upper management has helped
3. Transfer date added to printed form – If a consumer has been transferred to a new agency, there will now be a timestamp on the printout to show the date of the transfer, beginning July 1, 2012.
4. Testing site update – LMEs and providers will be able to review changes on a testing site before the system goes live on July 1, 2012. There will be an email sent out to LMEs to let everyone know when they can start testing. LMEs should share the information with their provider agencies so they can test as well. There will be a link on the testing website to give feedback to NC-TOPPS regarding the new changes.
5. MH/SA TCM service – As LMEs become MCOs, MH/SA TCM service will go away. If the consumer is transferring to a service not required for NC-TOPPS, the provider agency should do an Episode Completion. If the consumer is transferring to a service still required for NC-TOPPS, a transfer should be within the system to continue the consumer’s episode of care. It was questioned that since the MH/SA TCM function has gone to care coordination within the LME/MCO, is the Care Coordinator responsible for NC-TOPPS and Becky Ebron stated that the LME/MCO Care Coordinator is not responsible for completing NC-TOPPS.

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6. LME NC-TOPPS Questions or Concerns – The NC-TOPPS programmer is working on the priority list for the July 1 changes. He will work on the 2.0 “wish list” after the July 1 changes are made, such as users getting email reminders for Updates that are due.
7. Other – The question was asked why user requests sometimes go to the LME superuser and other times they don’t. If a user signs up for a provider agency that has a current, active superuser, an email will not get sent to the LME, but the request will still show up in the queue of the LME superuser as a backup. If there is no active superuser at an agency, the user approval request defaults to the LME superuser. There was still some confusion so CUACS asked for the next time this happens, to email the help desk.
8. Roll Call Updates
9. Next LME Monthly Call Meeting: ***July 16, 2012 1:30 p.m.***